

Healthcare Client Transforms Portal Operations

Leading Healthcare IT
Company in US

Business Problems

Improve customer satisfaction in terms of portal functionality and performance along with governance, workflow and consistency across the software development life cycle

Lack of effective time and resource management to focus on strategic planning and achieving experimental goals that caused the porta project to spend a year's budget in 3 months

CitiusTech Solution(s) & Value Delivered

- ▶ Reorganized portal development operations into a “**Run, Build, and Operate**” approach with clear, measurable, accountable goals and objectives
- ▶ Established a **Root Cause Analysis** process and better **cross-team collaboration** along with establishing a scrum team to assess relevant risk issues across all portals
- ▶ Established **accessibility and data security** priorities to proactively **avoid vulnerabilities** in software code
- ▶ Established a **new strategic approach** to **performance and financial measurement** that provided **transparency** on spend. This ensured **budget alignment** with portal goals



\$1.8 M

*savings on
additional
spend*

100%

*closure success
rate on critical
vulnerabilities*

82.6%

*compliance
rate achieved
as compared
to the
previous 76%*

54%

*reduction in
defect
injections rates*